

COMMUNITY WASTE SERVICES QUESTIONNAIRE - RESIDENTIAL

Thank you for taking part in this community effort to gather information for the
City of Monterey Park's waste services.

This questionnaire is an opportunity for you to let us know what works well today for Monterey Park's waste collection services and where the City should target improvements to service in the future. Your responses will inform the City's process to select a waste collection company that will service the community over the next several years. **We want to hear from you!** This questionnaire should take only about 5 -10 minutes to complete.

- 1) How do you get your information about trash collection? **[Select all that apply]**
 - a. Written Material
 - ☐ Brochure/Pamphlet
 - ☐ Mail
 - b. Online
 - ☐ City of Monterey Park's Website
 - ☐ Waste Service Company's Website
- 2) The City waste service company picks up bulky items such as couches, refrigerators, mattresses and washers for free. How often do you use this service?
 - a. Once a week
 - b. Once every two weeks
 - c. Once a Month
 - d. Once a Year
 - e. I don't use the City's bulky item service.
 - f. I did not know the City provided bulky item pick up.
- 3) Generally, are you satisfied with the current waste service company's response to complaints or other service calls, timely cleanup of litter, and the condition and repair of containers?
 - 1 – Not satisfied at all
 - 2 – Moderately satisfied
 - 3 – Neutral
 - 4 – Satisfied
 - 5 – Very satisfied
- 4) How do you currently dispose of your e-waste (televisions, cell phones, computer monitors, keyboards, printers, etc.)?
 - a. I put my e-waste in the trash (black container)

- b. I take my e-waste to an e-waste drop-off site
- c. Other _____

The following statement is for questions 5 and 6. The current waste service company provides roll-off bin for construction or home/landscape improvement projects.

- 5) Do you use this service?
- a. Yes
 - b. No
- 6) If you use this service are you satisfied with the current service?
- 1 – Not satisfied at all
 - 2 – Moderately satisfied
 - 3 – Neutral
 - 4 – Satisfied
 - 5 – Very satisfied
- 7) Fill in the following sentence for what best represents you. I _____ in Monterey Park.
- ☐ Live ☐ Live and own a business ☐ Live and work
- 8) As a resident of Monterey Park please fill in the following sentence. I live in a_____.
- a. House
 - b. Condo/Apartment
- 9) What is your greatest concern about trash collection? [**Choose up to 2**]
- a. Pickup time too early
 - b. My items don't fit in my trash barrel
 - c. I want to sort my own recycling
 - d. People are going through my trash and taking recyclables
 - e. Other_____
- 10) The black container is used to collect refuse and recyclables. These materials are later sorted by the City's waste service company. Do you separate or recycle any of the following to take to a recycling center:
- [**Select all that apply**]
- | | |
|--------------------|--------------------------------|
| a. Plastic bottles | d. Plastic bags |
| b. Glass bottles | e. Paper bags |
| c. Cans | f. Paper or plastic containers |
- 11) The current waste service company provides a green container for yard waste and black container for refuse and recyclables. What type of containers do you prefer?
- a. No source separation, except for yard waste (current program)
 - b. Separate containers for yard waste, refuse, and recyclables
 - c. Separate containers for yard waste, refuse, recyclables, and compost

- 12) Under the current waste service company all refuse, including food waste from the kitchen, is deposited into the black container. Would you be willing to:
- a. throw food waste in a small but separate container
 - b. throw food waste in a separate container
 - c. throw food waste in a separate container mixed in with yard waste
 - d. throw food waste in the black container, as is
- 13) Currently there are two sizes of trash containers provided. Are these adequate or would you like a different option?
- a. Yes, I would like a smaller container
 - b. Yes, I would like a larger container
 - c. No, I am satisfied with my current container size
- 14) Currently there are cost savings for changing existing standard size to a smaller bin. Would you change to a smaller bin if there were greater savings or additional incentives?
- a. Yes
 - b. No
- 15) Are you willing to separate your recyclables into a separate container?
- a. Yes
 - b. No
- 16) If you had separate containers for refuse, food waste, and recyclables, do you have enough space to accommodate multiple containers?
- a. Yes
 - b. No
- 17) Household hazardous waste currently can be taken to a collection event scheduled by Los Angeles County or a permanent collection center. Do you prefer to have local collection of hazardous waste which includes: batteries, used oil, etc., as part of the regular weekly collection?
- a. Yes, I prefer my hazardous waste to be collected weekly
 - b. No, I will take my hazardous waste to a scheduled collection event
 - c. I do not have any household hazardous waste

18) Anything else you'd like to share?

THANK YOU for your participation!

Please mail or drop off your completed questionnaire at City Hall.

Monterey Park City Hall
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